

7

OMBUDS HISTORY, 1980's CORRESPONDENCE

1980s

WHAT DOES AN OMBUDSMAN DO?
(Ombudsman Sector (3 hours))

October 30, 1985

Mary P. Rowe, Moderator

This session features presentations from a variety of ombuds practitioners each discussing one of the major roles of an ombudsman. Invited speakers include Cleeva Jones of Bell Labs; Fred Olson, former ombudsman at Control Data Corporation; Michael Mills, municipal ombudsman of Anchorage, Alaska; Francis Small, ombudsman of the University of California at Berkeley; Bob Race, ombudsman of Anheuser-Busch and others. They will speak on Giving A Chance To Be Heard By A Neutral; Providing Data; Counseling, Conciliation, Mediation, Fact-finding, Arbitration, Upward Feedback (Reports to the Community), as these roles are practiced by an ombudsman.



Department of Distinctive Collections
Massachusetts Institute of Technology
77 Massachusetts Avenue
Cambridge, MA 02139-4307
libraries.mit.edu



The remaining contents of this folder have been redacted.

If you would like to see the full folder, please email the

Department of Distinctive Collections at

distinctive-collections@mit.edu